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7-16-99  
M.L.

Patent  
Attorney's Docket No. 025000-062

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of )  
)  
Tom BATEMAN, et al ) Group Art Unit: 2782  
)  
Application No.: Divisional of 08/532,537 ) Examiner: R. Krick  
)  
Filed: January 28, 1999 )  
)  
For: METHOD AND SYSTEM FOR )  
COORDINATING DATA AND VOICE )  
COMMUNICATIONS VIA CUSTOMER )  
CONTACT CHANNEL CHANGING )  
SYSTEM USING VOICE OVER IP )  
(AS AMENDED) )

AMENDMENT

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

By way of voluntary amendment please amend the above-identified application as follows:

In the Title

Please delete the title and insert the following:

--Method and System for Coordinating Data and Voice Communications Via  
Customer Contact Channel Changing System Using Voice Over IP--.

In the Claims

Please cancel claims 1 to 11 and 13 to 36.

Please amend claim 12, as follows:

A